

# MyTax.DC.gov User Guide: How to Submit a Refund Request

This step-by-step guide will assist taxpayers on how to submit a generic refund request at MyTax.DC.gov if there is an existing credit on the following tax accounts: Alcoholic Beverage, Ballpark Fee, Cigarette/Other Tobacco and Gross Receipts.



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[Log In](#)

Forgot username or password?

New user?  
[Sign-up for MyTax.DC.gov](#)

1a

Can't find what you're looking for? Enter keywords here to filter.



### Business

- I want to...
- > Register a New Business - Form FR-500
  - > Register a Special Event - Form FR-500B
  - > Request a Certificate of Clean Hands



### Individual

- I want to...
- > Check the Status of My Refund
  - > Learn More About DC Freefile/Fillable Forms
  - > Respond to Verification Letter
  - > View Tax Forms



### Forms

- I want to...
- > Submit an Extension
  - > View/Retrieve Current Year Tax Forms
  - > View/Retrieve Prior Year Tax Forms
  - > View MeF Information



### Real Property

- I want to...
- > Make a Real Property Payment
  - > Search Real Property by Address or SSL
  - > View More Options



### Clean Hands

- I want to...
- > Request a Certificate of Clean Hands
  - > Validate a Certificate of Clean Hands
  - > Learn More About Certificate of Clean Hands



### Quick Links

- I want to...
- > Submit a Customer Service Survey
  - > View FAQs
  - > View Tutorials
  - > Contact OTR



### Quick Payments

- I want to...
- > Pay with Credit/Debit Card



### Resources

- I want to...
- > Go to OTR Homepage



### Submissions

- I want to...
- > Retrieve a Saved Submission or Previously Filed Return
  - > Submit Requested Documentation
  - > Submit VDA



### Tax Law and Guidance

- I want to...
- > View Private Letter Rulings
  - > View DC Tax Code
  - > View Tax Guidance Issued by OTR
  - > View Notices



### Taxpayer Advocate

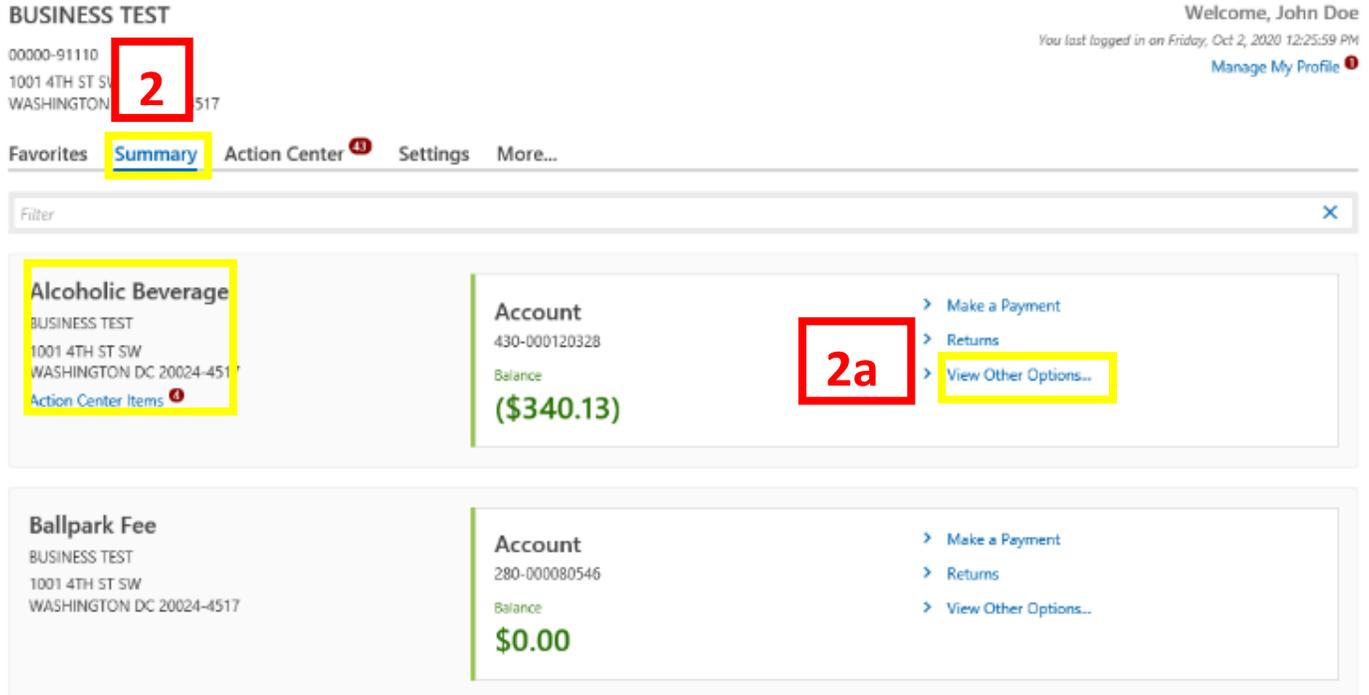
- I want to...
- > View Taxpayer Bill of Rights
  - > Request Assistance
  - > En Español



### More...

- I want to...
- > File Form FR-329 - Consumer Use Tax Return
  - > Request Government Exemption
  - > Request Residential Parking Exemption
  - > Search for Certificate/License Exemptions

# MyTax.DC.gov User Guide: How to Submit a Refund Request



The screenshot shows the MyTax.DC.gov user profile for 'John Doe'. The user is logged in on Friday, Oct 2, 2020 at 12:25:59 PM. The profile includes a 'Summary' tab, 'Action Center' with 41 items, and 'Settings'. Two tax accounts are listed:

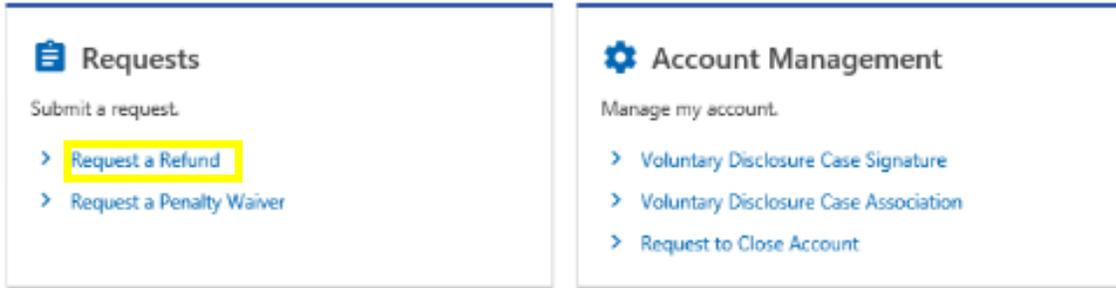
- Alcoholic Beverage**: Account 430-000120328, Balance (\$340.13). The 'View Other Options...' link is highlighted in yellow, and the number '2a' is in a red box next to it.
- Ballpark Fee**: Account 280-000080546, Balance \$0.00.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, log in using your **Username** and **Password**.
  - a. If you do not have a [MyTax.DC.gov](https://mytax.dc.gov) account, click **Sign-Up to use MyTax.DC.gov** to register for an account (click here to access the “How to Sign up for MyTax.DC.gov” user guide).
2. In the user profile, under **Summary**, locate the **Alcoholic Beverage**, **Ballpark Fee**, **Cigarette/Other Tobacco** and **Gross Receipts** tax with a credit. For this example, we will use the **Alcoholic Beverage** account.
  - a. Click the **View Other Options** hyperlink.

**3** Account  
Alcoholic Beverage  
430-000120328  
BUSINESS TEST

Account

**3a**



The screenshot shows the 'Account' page with two main sections: 'Requests' and 'Account Management'. The 'Requests' section is titled 'Submit a request.' and contains two items: 'Request a Refund' (highlighted with a yellow box) and 'Request a Penalty Waiver'. The 'Account Management' section is titled 'Manage my account.' and contains three items: 'Voluntary Disclosure Case Signature', 'Voluntary Disclosure Case Association', and 'Request to Close Account'.

3. You will be redirected to your **Account** page.
  - a. Under the **Requests** section, click **Request a Refund**.

### Refund Request

Alcoholic Beverage  
430-000120328  
BUSINESS TEST

#### Refund Request

Refund Request

#### Claim for Refund

Please select the amount you would like refunded in the table below. You may select the full amount by checking the box in the associated row or opt to enter a different amount. For any "Period" you wish to have a refund, you must provide an explanation as to the nature of your request.

Should you have any questions, please send a web message to the Office of Tax and Revenue's e-Services Unit at e-Services.otr@dc.gov.

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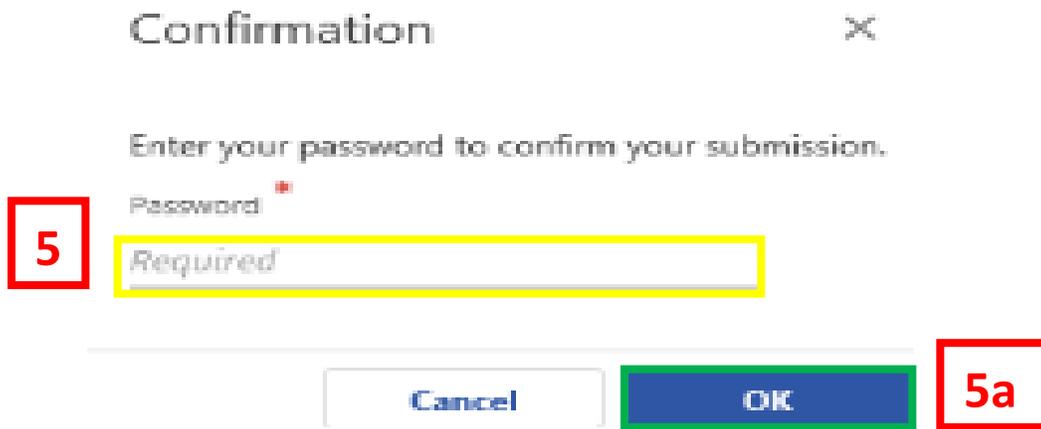
	Period Ended	Period Balance	Amount Requested	Full Balance	Explanation
<input type="checkbox"/>	30-Jun-2020	(\$340.13)	\$340.13	<input checked="" type="checkbox"/>	Overpayment
<input type="checkbox"/>				<input type="checkbox"/>	

Cancel

4a

< Previous Submit

4. On the **Refund Request** page, enter the amount you would like refunded under the **Amount Requested** column. You can also check the box under the **Full Balance** column to receive the entire amount in that specific period. Under the **Explanation** column, you must provide a reason for your refund request.
  - a. When you're finished completing your **Claim for Refund**, click **Submit**.



5. In the **Confirmation** pop-up window, enter your MyTax.DC.gov **Password**, which will act as your electronic signature.
  - a. Click **Ok**.

### Confirmation

Your request has been successfully submitted. Please print a copy of this page for your records. If necessary, you may be contacted by the Office of Tax and Revenue (OTR) for additional information in order to accurately process your claim. If approved or partially approved, OTR will send the tax refund check to the address on record. If denied or partially denied, the applicant will receive a letter.

Your request confirmation number is **0-000-034-110**. Please retain your confirmation number for future reference.

Request Type: Refund Request

Submitted Date: 02-Oct-2020 3:41:45 PM

Contact Us:

(202) 759-1946

e-services.otr@dc.gov

Printable View

OK

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6. A **Confirmation** page displays. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.